

Fiscal Year 2009 Training for Continuing Trainees

Patient Event Reporting

VA's focus is on "Prevention, Not Punishment." We are interested in fixing systems/processes, not on affixing individual blame.

Know what situations to report and report any situation that does not "go like it was supposed to."

Know what to do when an event has occurred:

- Care for the affected individual
- Contain risk to others
- Notify your supervisor or the attending
- Complete a "patient event report" – VA Internet Explorer, Applications, PER
- Preserve facts for subsequent analysis

Government Ethics

You are a direct employee of the University, but hold a "Without Compensation" (WOC) **employee** appointment at this facility. As such you sign an Oath of Office and an Affidavit stating that you will not strike against the Government of the United States.

- Employees ... may not accept gifts ... from certain interested sources, "prohibited sources."
- An employee can never solicit or coerce the offering of a gift. Nor can an employee ... accept gifts ... that a reasonable person would believe that the employee was using public office for private gain.
- Industry Representatives are not permitted to provide food items of any type or value to VA staff or to bring food items into VA facilities. *Note: This constraint applies to all sales representatives.*
VASDHS MCM 119-06

Medical Residents are participants of a "Disbursement Agreement". Under this agreement, the VASDHS "contracts" with UCSD for specific patient-care activities. VASDHS reimburses UCSD for the salaries of 162 residents (over \$9 million/year).

Whom Do We Serve?

Eligibility for most veterans' health care benefits is based solely on active military service in the Army, Navy, Air Force, Marines, or Coast Guard (or Merchant Marines during WW II), as long as the veteran was honorably discharged. There are also other categories of eligibility:

- Reservists and National Guard members who were called to active duty by a Federal Executive Order may qualify for VA health care benefits; and
- Returning service members, including Reservists and National Guard members, who served on active duty in a theater of combat operations have special eligibility for hospital care, medical services, and nursing home care for two to five years following discharge from active duty.

Remember that health care eligibility is not just for those who served in combat. Other groups may be eligible for some health benefits. Also, veteran's health care facilities are not just for men. VA offers full-service health care to women veterans as well.

Generally, a service-connected disability is one that was incurred or aggravated while on active duty in the military. Veterans may be eligible for additional benefits related to their service connected condition, but veteran's health care is not just for service-connected injuries or medical conditions.

Provide Care within Approved Scope of Privileges

Excerpt from Housestaff Responsibilities – Position Description

- Under the supervision of teaching staff, participate in safe, effective and compassionate patient care, consistent with the trainee's level of education and experience.
- Perform all duties in accordance with the established practices, procedures and policies of the institution, its programs, clinical departments and other institutions to which the resident/fellow is assigned.
- Participate in institutional programs and activities involving the medical staff and adhere to established practices, procedures and policies of the institution.
- Comply with the licensure requirements of the State of California, and the laws of the State and Federal Governments.
- Comply with specific/special requirements of Affiliated Institutions to which trainee may rotate as part of his/her training. These requirements may include, but are not limited to, criminal background checks, substance abuse testing, health screenings, providing additional paperwork/information, etc.

Documentation

- All notes and other entries into the health record should be timely, accurate, comprehensive, professionally-composed and complete.
- Only use approved abbreviations. Do not use the unapproved abbreviations identified by the Joint Commission and as identified by your facility.
- Exercise extreme care in copying and pasting information in a patient's health record and avoid it whenever possible. Do not copy and paste anything that could be considered misrepresentation of history you have taken or exams you have performed including progress notes from other practitioners (without attributing the note to the original writer), the signature block of another provider, and physical findings from another clinician that you have not verified yourself.
- Complete all entries in the health record in a timely manner, preferably as close to the point of service or observation as possible (typically no later than by the end of a shift or on the same business day).
- As a healthcare professional in training, remember that the health record is a key means of communication between healthcare workers. It is your professional responsibility to complete all health record entries (ex: progress notes, procedure notes, operative reports, and discharge summaries) for which you are responsible prior to completion of your VA rotation. All procedures performed should be documented in the patient health record. A procedure note should always be written.

Attending Practitioner is Responsible for All Care in Which Trainees Are Involved

Documentation of all patient encounters must identify the supervising practitioner attending and indicate the level of involvement.

Four types of documentation of supervision are allowed:

1. Attending progress note
2. Attending addendum
3. Co-signature by the attending (not "additional signer). Co-signature implies that the supervisor has reviewed the note, and concurs with the content.
4. Documentation of attending supervision including level of attending involvement.